

**CONSUMER GRIEVANCE REDRESSAL FORUM  
KERALA STATE ELECTRICITY BOARD LTD- SOUTHERN REGION  
VYDYUTHI BHAVANAM, KOTTARAKKARA**

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Present: 1. Smt.Laila.N.G,Deputy Chief Engineer, Chairperson  
2. Sri. Sanjeev Koshy,Executive Engineer, Member II  
3. Sri.C.K.Harikumar,Advocate,Member III

Monday 25<sup>th</sup> November,2024

**OP No.53/2024**

Between

Petitioner: Sri.K. Sreekumar Warriar  
Omkar, D-73/11  
Dhanalakshmi Lane,  
Sreechithranagar,  
Karavila Road, Pangode, Thirumala.P.O.,  
Thiruvananthapuram.

And

Respondents : (1) The Assistant Executive Engineer  
Electrical Sub Division, Poojappura

(2) The Assistant Engineer,  
Electrical Section, Thirumala

**ORDER**

**1. Grievance of the petitioner**

The Petitioner is a prosumer under Electrical Section, Thirumala bearing consumer number 1145117011756 having connected load of 7140 W with domestic tariff LT IA. He has observed an anomaly in the energy charge bill calculation for May 2024 and excess collection as per the bill number 4511240527908 dated 01/07/2024 for Rs.1,827/- The bill was issued after the supply and connection of the three phase bidirectional meter on 17/05/2024 by KSEB for the on-grid 3 KW Domestic Roof top solar power system installed by Tata power solar at his residence. The actual energy consumption from 22<sup>nd</sup> April 2024 to 17<sup>th</sup> May 2024 was 211 units for 25 days. But the calculation done by KSEB was surprisingly and unnecessarily manipulated and cooked up as 253.20 units for 30 days

( $211 / 25 \times 30 = 253.20$ ) and arrived the energy charges first for 253.20 units for 30 days and then arrived back the energy charges for 25 days. This is quite unjustifiable and resulted in wrong abnormal calculation for the projected units of 253.20 units, thereby his actual electric consumption of 211 units coming under the telescopic tariff slab rates to 253.20 units which comes under the non-telescopic tariff rate, requiring him to pay the higher slab rate unnecessarily and unjustifiably. As the due date mentioned in the bill for payment was 11/06/2024, the amount of Rs.1,704/- was paid by him on 10/06/2024 to avoid payment of surcharge. So the petitioner prays the Forum to refund the excess amount of Rs.283/- paid by him.

## **2. Version of the respondent**

The petitioner is a prosumer under Electrical Section, Thirumala bearing consumer number 1145117011756 having a connected load of 7140 W with domestic tariff LT IA. The petitioner has availed solar connection on 17/05/2024. The petitioner's grievance is to levy an excess amount of Rs.283/- for a billing period of 23/04/2024 to 17/05/2024 before giving solar connection for a consumption of 211 unit as per tariff order the consumption for 30 days is  $211/25 \times 30 = 253.20$  unit. For this unit the bill is calculated for 30 days. This is as per Board order and order from Kerala State Electricity Regulatory Commission. So the respondent prays the Forum to dismiss the petition.

## **3 Analysis and Findings**

The hearing was conducted on 05/11/2024. The respondent was present the petitioner was absent. The petitioner requested that he is aged 78 years and unable to travel and due to this inconvenience he may be exempted from appearing before the Forum. On going through the petition and other documents in the file the Forum viewed that the case is with regard to refund of an excess amount of Rs.283/- paid by Sri. Sreekumar Warriar. The Forum observed that the calculation done for 30 days billing is as per prevailing Board order and tariff order from Kerala State Electricity Regulatory Commission. Hence the bill issued is sustainable.

## **DECISION**

Considering the facts and circumstances of the case mentioned above the Forum ordered as follows.

1. The bill issued is sustainable and the petitioner is liable to pay the amount.
2. No order as to cost.

If the petitioner is not satisfied with the above order of this Forum, he is at liberty to prefer appeal before the Electricity Ombudsman within 30 days from the date of receipt of this order.

The address of the Electricity Ombudsman is furnished below.  
'The State Electricity Ombudsman, D.H & Foreshore Road Junction, Near Gandhi Square, Ernakulam, Kerala - 682 016. Phone: 0484 2346488'.

<i>Sd/-</i>	<i>Sd/-</i>	<i>Sd/-</i>
C .K.HARIKUMAR	SANJEEV KOSHY	LAILA.N.G
ADVOCATE MEMBER III	EXECUTIVE ENGINEER MEMBER II	DEPUTY CHIEF ENGINEER CHAIRPERSON

Forwarded

*Sd/-*  
CHAIRPERSON  
(DEPUTY CHIEF ENGINEER)

No: CGRF/KTR/OP No.53/2024/616 Dated : 25/11/2024

Delivered to:

1. Sri.K. Sreekumar Warriar, Omkar, D-73/11, Dhanalakshmi Lane, Sreechithranagar, Karavila Road, Pangode, Thirumala.P.O., Thiruvananthapuram.
2. The Assistant Executive Engineer, Electrical Sub Division, Poojappura.
3. The Assistant Engineer, Electrical Section, Thirumala.

Copy to:-

1. The Secretary, KSERC, KPFC Bhavanam, Vellayambalam, TVPM.
2. The Deputy Chief Engineer, Electrical Circle, Power House Building, Thiruvananthapuram (Urban)
3. The Executive Engineer, Electrical Division, Thiruvananthapuram.